

Workplace Alaska

Class Specification PFD Specialist I

Created:
07/30/1997 by Rachel Wilson
Finalized on:

AKPAY Code: P1218
Class Outline Cat: B
Approved by:

Class Code: PF0136
Class Range: 16
Class Status: Active

Category: Professional
Original Date: 06/01/1984

Class Title: PFD Specialist I
Use MJR Form: Standard

Original Comments:
ORIGINAL

Subsequent Revision Dates/Comments:
07/01/91 - PFD Specialist IV was abolished effective 12-31-87. Complete revision (CM/NC).
06/16/2000 - Rev: Title and MQ change to transition from PFD Technician series (KP-Rev)
06/01/2006 - Complete series revision; PFD Study (DLarocque)
09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field.

Last Update: **EEO4:** B **SOC:** 43-4061 **Census:** 02

Last Update Comments:

Definition:

Permanent Fund Dividend (PFD) Specialist I is the journey professional level in the series. Incumbents are either 1) subject matter experts or specialists who perform professional journey level work in assigned program areas directly related to or in support of the PFD Program or 2) full supervisors and experts of a statewide program area consisting of technical level staff working in support of the PFD Program.

Distinguishing Characteristics:

PFD Specialist positions perform a variety of work in support of the PFD Program in areas such as initial review, appeals, final review, or Dividend Information Office services. Positions may be assigned work primarily in one or a combination of these areas.

The PFD Specialist I performs journey level professional work. Incumbents have a broad knowledge of the workflow and processes in the various units and the methods of performing tasks are usually left to the judgment of the incumbent, with the supervisor available for assistance if needed. Decisions, recommendations, and level of authority are typically limited in scope and may impact a single individual or a group of individuals within a unit. Positions may serve as PFD Specialist I under one of two options:

Option 1: As a specialist assigned work in a single, specifically focused area such as appeals, training development, or payments. Supervisory responsibility may be assigned but is not class controlling.

Option 2: The incumbent is the full supervisor of a single technical unit who regularly exercises programmatic decision-making authority related to the development, planning, and implementation of the work processes and procedures specific to the unit, and serves as the expert in a program area such as initial review or final review.

PFD Specialists are distinguished from the PFD Technician series by the analytical and evaluative nature of the work rather than performance of the process oriented assignments typical of technical level work.

PFD Specialist I is distinguished from the PFD Technician IV by the PFD Technician IV's role as unit supervisor having a narrow scope of responsibility and authority limited to the day-to-day supervision and operation of a regional Dividend Information Office service center.

PFD Specialist I is distinguished from the PFD Specialist II by the PFD Specialist II's responsibility for either performing advanced professional work, supervising professional level staff, or providing overall managerial responsibility and authority over multiple units or DIO regional offices.

PFD Specialist I is distinguished from the Hearing Officers and Hearing Examiners by the responsibility of the Hearing Officer and Examiners to conduct, preside over, and issue decisions on matters or actions taken by state agencies.

Examples of Duties:

Supervisor/Manager:
Work with supervisors and senior staff to identify training needs and resources for division staff.

Work with supervisors to develop and adopt short and long range training strategies or plans; develop assessment tools to aid in developing successful training procedures and methods. Assist managers to identify relevant organizational issues and develop solutions.

Directly handle only the most complex, sensitive cases.

Statewide authority for a single specific area such as initial review or final review.

Develop and implement internal policies and procedures, and guidelines to be used in all the offices.

Serve as the point of contact and expert of the work performed in the assigned functional area.

Provide information to managers for management reports. May consist of pulling together information/stats.

Work with DP staff contact for user side of computer program development.

Ensure quality control by implementing internal controls; recommend to manager plans and solutions to problems and issues.

Evaluate unit's progress and makes necessary procedural changes. Make adjustments in work assignments in order to accommodate any changes in the law, regulations, policies, procedures, and/or workloads.

Specialist:

Review written informal appeal decisions and supporting documentation for applicant files on appeal to the formal hearing level. Review department formal hearing decisions on prior PFD decisions that may affect eligibility determinations. Make recommendations to withdraw or proceed to the formal hearing level based on the interpretation and application of statutes, regulations, policies and prior formal hearing decisions.

Serve as the division's advocate at formal hearings before an Administrative Law Judge.

Prepare evidence and exhibits and represent the division at formal hearings; prepare and respond to written post-hearing briefs and motions for reconsideration of dismissal of cases.

Develop training materials, modules and courses related to the work performed in by PFD staff; revise and update existing materials; deliver courses and monitor trainee's progress.

Manage the direct deposit payment function for the division. Serve as liaison with banks and credit unions to set up time lines for distribution, troubleshoot payment problems, and coordinate changes in the distribution process and schedule.

Manage and implement the garnishment function. Serve as liaison with the Alaska Court System and process servers. Set direction for processing garnishments, and establish and implement changes in the garnishment processes as required.

Knowledge, Skills and Abilities:

Working knowledge of organizational structures, workflow, staffing plans, forms, and procedures.

Working knowledge of office practices and procedures.

Working knowledge of supervision and management principles and techniques.

Working knowledge of standard laws, regulations, policies, and procedures.

Skill in analyzing data, operations, and procedures in order to assess them critically and to make recommendations for change.

Skill in obtaining and analyzing factual information to develop and present logical conclusions in oral and written form.

Skill in analyzing case files and related evidence, extracting relevant information, drawing a conclusion, and presenting a strong argument or position.

Ability to apply practices, methods and techniques related to identification of developmental training needs of an organization and staff.

Ability to apply investigative practices and to understand rules of evidence, legal precedent, terminology and administrative hearing procedures.

Ability to perform legal research and prepare written post-hearing briefs.

Ability to present testimony at an administrative hearing.

Ability to comprehend, interpret, explain, and properly apply the laws, regulations, policies and procedures.

Ability to maintain composure and use diplomacy and tact when dealing with applicants, the public, and representatives from other agencies.

Ability to evaluate oral and written evidence and draw logical conclusions.

Ability to communicate effectively with others, both verbally and in writing.

Minimum Qualifications:

A bachelor's degree or the equivalent from an accredited college.

Or Substitution:

Four years of journey level technical experience, researching and auditing documents and explaining policies, procedures, services or requirements to provide technical information in support of an agency or program. The required experience includes work such as PFD Technician II, Human Resource Technician II, Retirement and Benefits Technician II, Tax Technician III, Regulations Specialist I, Business Registration Examiner, or Occupational Licensing Examiner with the State of Alaska or the equivalent with another employer.

Or substitution:

Any combination of experience and post secondary education may substitute for the required bachelor's degree (3 semester hours or 4 quarter hours equals one month of work experience).

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Do you have a bachelor's degree or the equivalent from an accredited college?

Or Substitution:

Do you have four years of journey level technical experience, researching and auditing documents and explaining policies, procedures, services or requirements to provide technical information in support of an agency or program? The required experience includes work such as PFD Technician II, Human Resource Technician II, Retirement and Benefits Technician II, Tax Technician III, Regulations Specialist I, Business Registration Examiner, or Occupational Licensing Examiner with the State of Alaska or the equivalent with another employer.

Or Substitution:

Do you have any combination of experience and post secondary education from an accredited college (3 semester hours or 4 quarter hours equals one month of work experience) and journey level technical experience, researching and auditing documents and explaining policies, procedures, services or requirements to provide technical information in support of an agency or program? The experience includes work such as PFD Technician II, Human Resource Technician II, Retirement and Benefits Technician II, Tax Technician III, Regulations Specialist I, Business Registration Examiner, or Occupational Licensing Examiner with the State of Alaska or the equivalent with another employer.